

ODMHSA

HunterCare Health Dashboard User Guides Training & Documentation | 2023

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Designed by MyCare IS Solutions



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Table of Contents

Disclaimer	2
------------	---

Introduction 4

Welcome!	5
----------	---

Getting Started	6
-----------------	---

Chapter I – UI Overview 8

Summary	9
---------	---

User Interface	10
----------------	----

Global Navigation	11
-------------------	----

Local Filters	12
---------------	----

Action Filters	13
----------------	----

Legends & Color Themes	14
------------------------	----

Chapter II – Data Viz Types 15

SUN's – Scaled-Up Numbers	16
---------------------------	----

Table Chart	17
-------------	----

Sparklines	18
------------	----

Bar Chart (Vertical & Horizontal)	19
-----------------------------------	----

Treemap	20
---------	----

Area Map	21
----------	----

Chapter III – Dashboards 22

Home	23
------	----

MyCare Telehealth Program	24
---------------------------	----

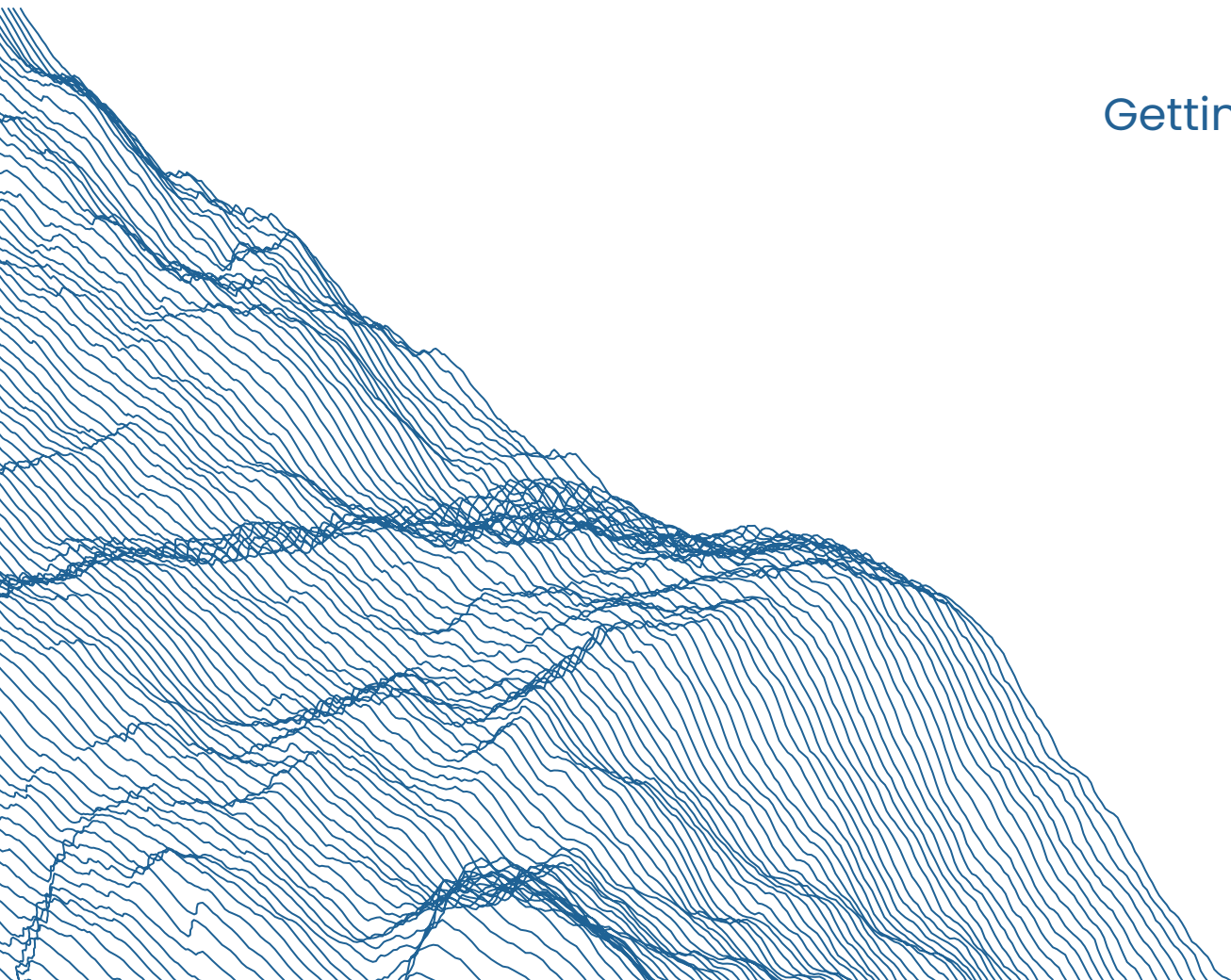
Suboxone Program	25
------------------	----

AOT Program	26
-------------	----



Introduction

Getting Started



Here you will find a quick-start guide on how to use our dashboard reporting portal, along with info on how to use, navigate, and explore the collection of HunterCare Health dashboards.

Who this manual is for:

Our dashboard training manual and user guide is intended for any end-users at the ODMHSAS and is intended to help accelerate your analysis and enhance your agencies ability to align people, process, and technology with key business priorities.

Our website and tool is designed for:

State Agencies & Officials
Pharmacy Directors & Technicians
Law Enforcement Officers & Professionals

Our website and tool will help you:

Accelerate the development of your programs, and identify issues faster.
Leverage a validated datasets of models, charts, and maps for your analysis.
Analyze how well your programmes are supported by people, process, and technology.



Creating an Account:

The Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) will have a Tableau viewer guest account created for them. Please consult your supervisor for your account credentials. If you are the agency director and don't know your Tableau login credentials, please email our database administrator at helpdesk@mycare.apponline

About Your Account:

Once the database administrator has created your guest account, you will be emailed your login credentials. By default, you will be provided with a unique and secure password. It is critical you store this password somewhere secure, such as a password vault.

Navigate & Login to Your Dashboard

To view your dashboard, visit our website at: outcomes.hchinsights.com. Once you have arrived at the website, clicking either the 'Login' or 'Dashboard' button will navigate you to the dashboard viewing page. The dashboard, by default, will not display unless the proper credentials have been entered. Input your Tableau viewer account username and password to view the dashboard.

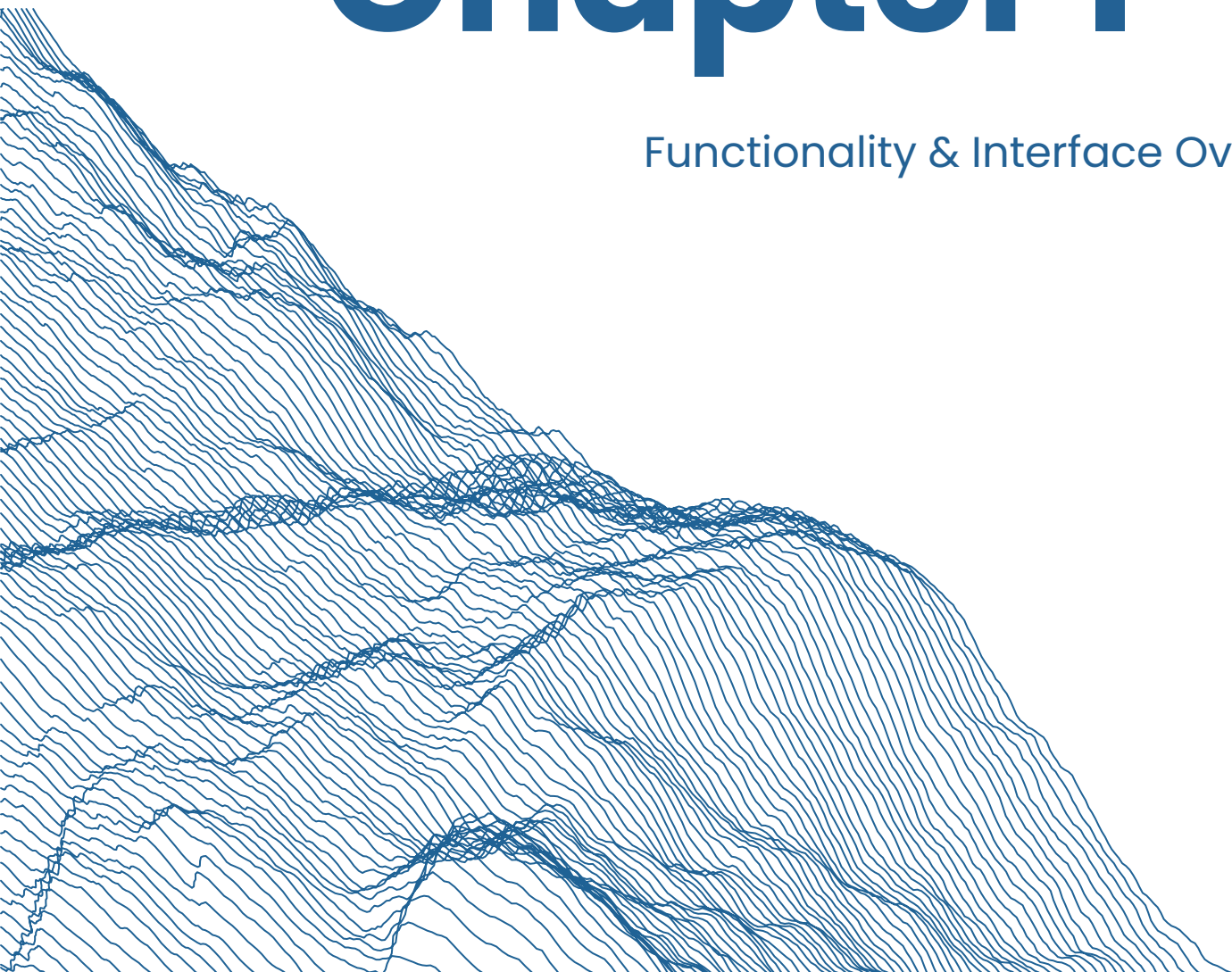
View & Use Your Dashboard:

On you have successfully entered you dashboard credentials page, you may now view and filter on the dashboard. Explore the the dashboard to uncover insights. For more instructions on how to operate the dashboard, please continue reading this user guide.



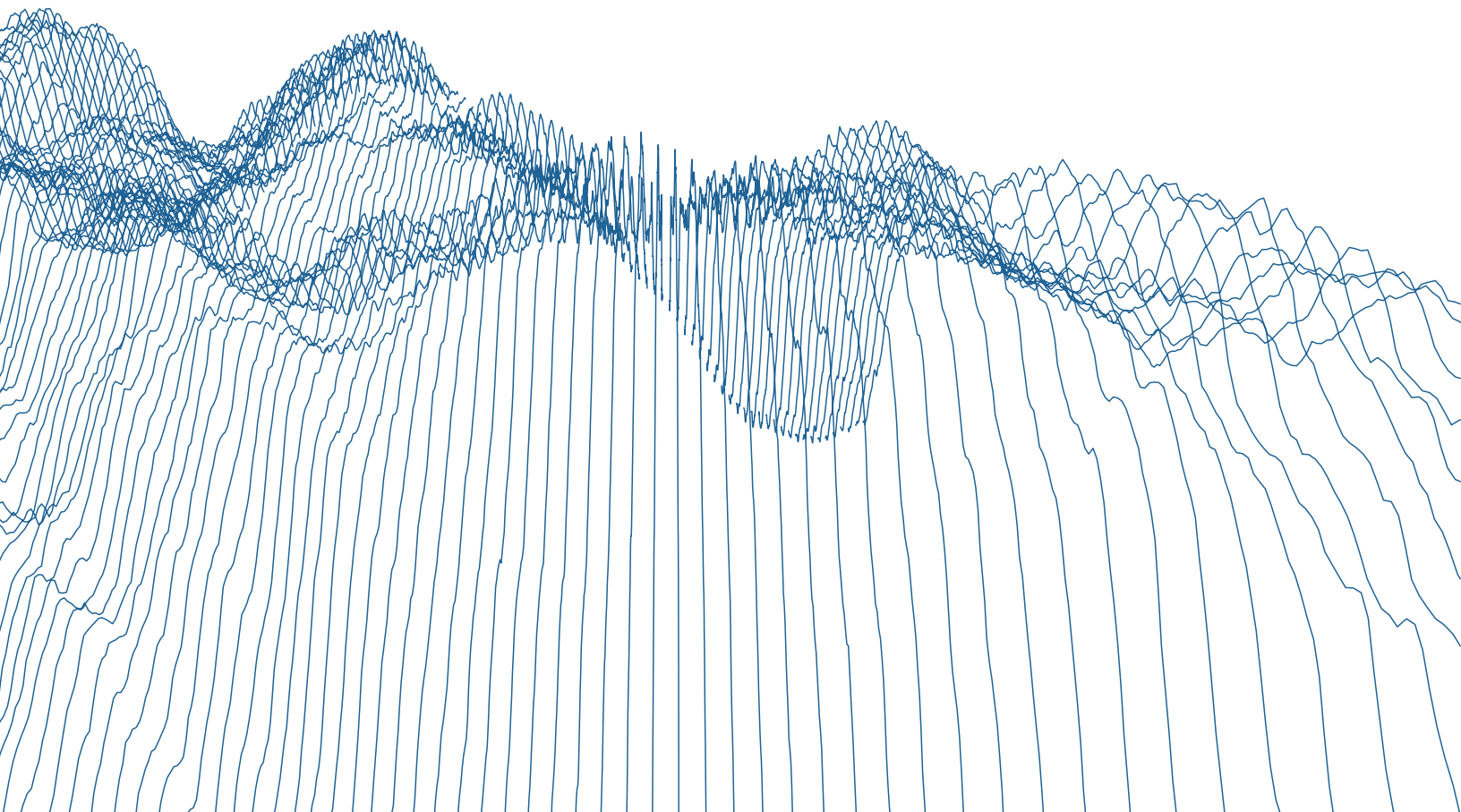
Chapter I

Functionality & Interface Overview



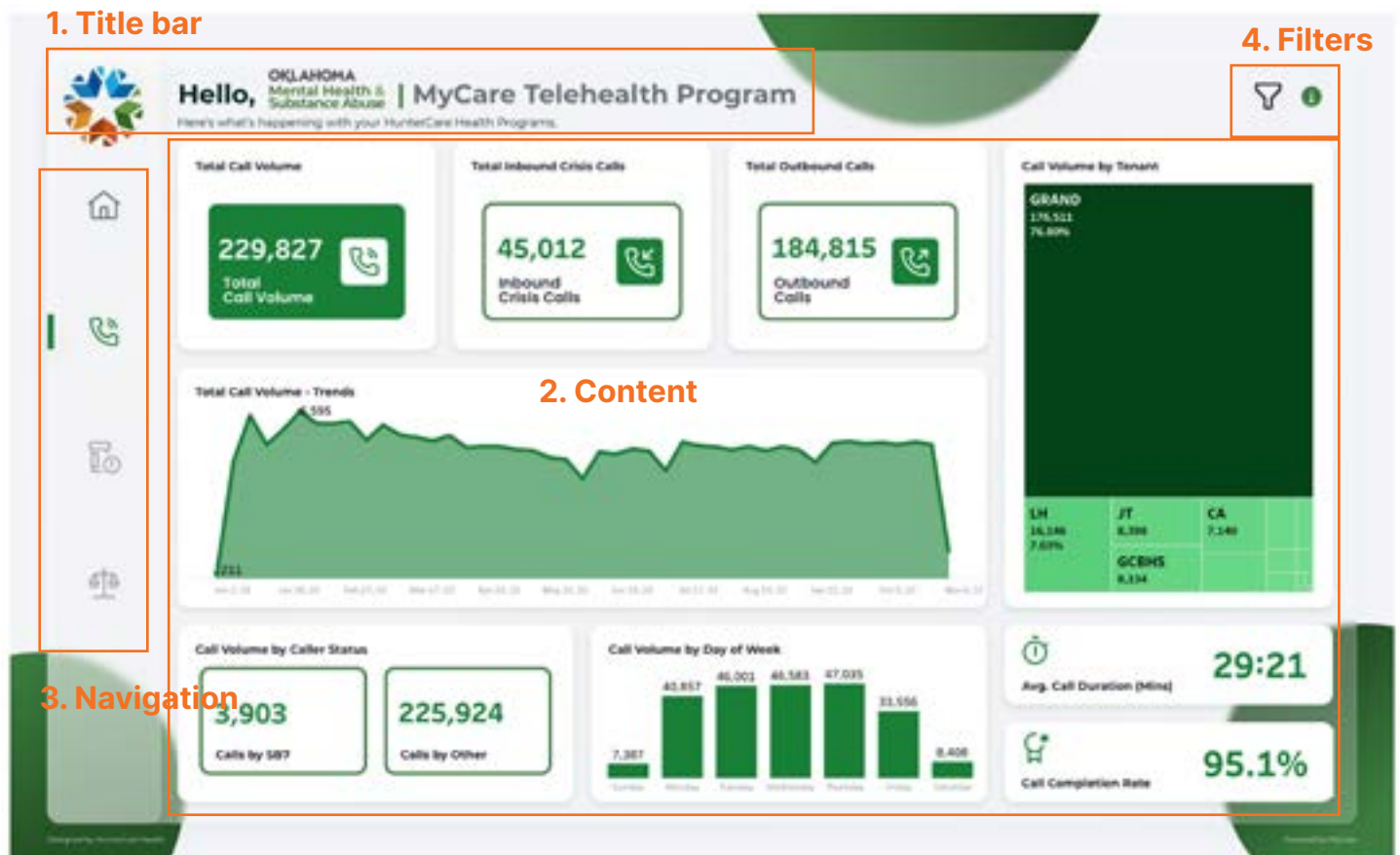
The Health Outcomes dashboards (designed and developed by MyCare) are a collection of business intelligence dashboards on a web-based platform designed for managing and reviewing the performance of the HunterCare Health programs in an efficient and timely manner.

This user dashboard user guide manual outlines the overall functionality of the dashboards within this collection. It is intended to explain the functions of the dashboards and to provide guidance as you explore this easy-to-use application.



After successfully signing in with your Access ID and password, you will be directed to the home dashboard. The standard dashboard layout is separated into four primary areas: the title bar (top left), the global navigation panel (left side), the filter controls and icon (upper right), and the data content area (center).

This easy-to-use navigation allows for intuitive and quick operation and is further examined in the pages to follow.



1. The **top title bar** is a stationary element and, as such, is always visible from any screen within the dashboard web browser. The menu bar holds the primary title and subtitle for the view.

2. The data **content area** displays data visualization and tables along with important features such as action filters to aid along with exploratory analysis. The majority of user interaction will be within the content area of the application.

3. The **navigation panel** displays icons and text that once clicked with navigate the user to that dashboard view. Use this panel to switch sheets and view the other dashboards.

4. The **filters panel** displays a local filter options that allow you to drill-down or drill-up in your exploratory analysis. It also contains the **information icon** which can be hovered over for more details.



This document is a user guide for the dashboards as well as a detailed explanation of the fields, filters, and parameters used to build each dashboard.

Dashboard Themes – Navigation & Information



All dashboard views should include a global navigation panel on the left side of the dashboard, as shown to the left.

By clicking on the icon, the dashboard will navigate to that view.

In this example, the dashboard is selecting the 'Call Volume' page, for the MyCare Telehealth Program.

To navigate to other dashboard views, click on a different icons.

To navigate back to your home page, simply click the 'Home' icon.

Each dashboard also includes an **information hover** in the top right corner of the dashboard, as shown by the following icon:



The hover includes high-level details and definitions of the dashboard view. To show the information, hover the mouse over the icon.



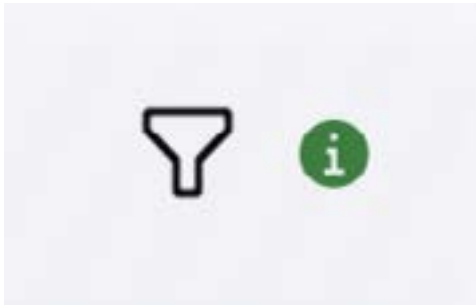
Tooltip Menus provide additional context to visuals on the dashboards.

To view a tooltip on a visual, hover the mouse over a data point in a visual.

In the example here, the mouse is hovering on a single facility, which shows their total call volume, and the percentage of the total volume.



Dashboard Themes – Local Filters



Nearly all dashboards include a local filter panel in the upper-right side of the dashboard, as shown to the left.

By clicking on the filter icon, the filter menu will present a drop down with various options that allow the user to filter through specific data.

By default, the filter should be set to (All) - this allows the maximum capture of data. From here, the user can drill down.



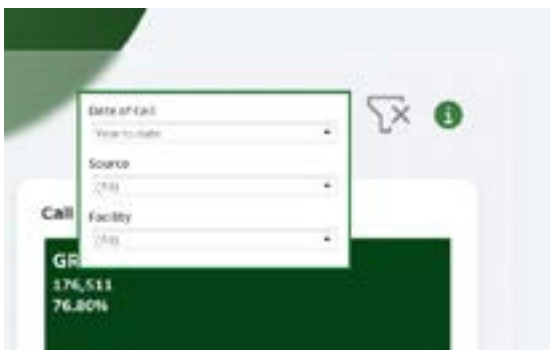
When the drop-down filter is visible, the filter icon should change appearances and now have a Filter icon with an 'X'.

To hide the filtering options, click on the Filter-X icon.

If you are not seeing any data, or missing data you expected to see, double check your filters.

It may be likely you left a filter on and forgot to clear.

Common Local Filters:



Date: Specifies to date range of calls. Filter by year, quarter, month, week, day, etc.

Source: Specifies the source of the call. Can be either 'Inbound Crisis Call' or direct 'Outbound Call'

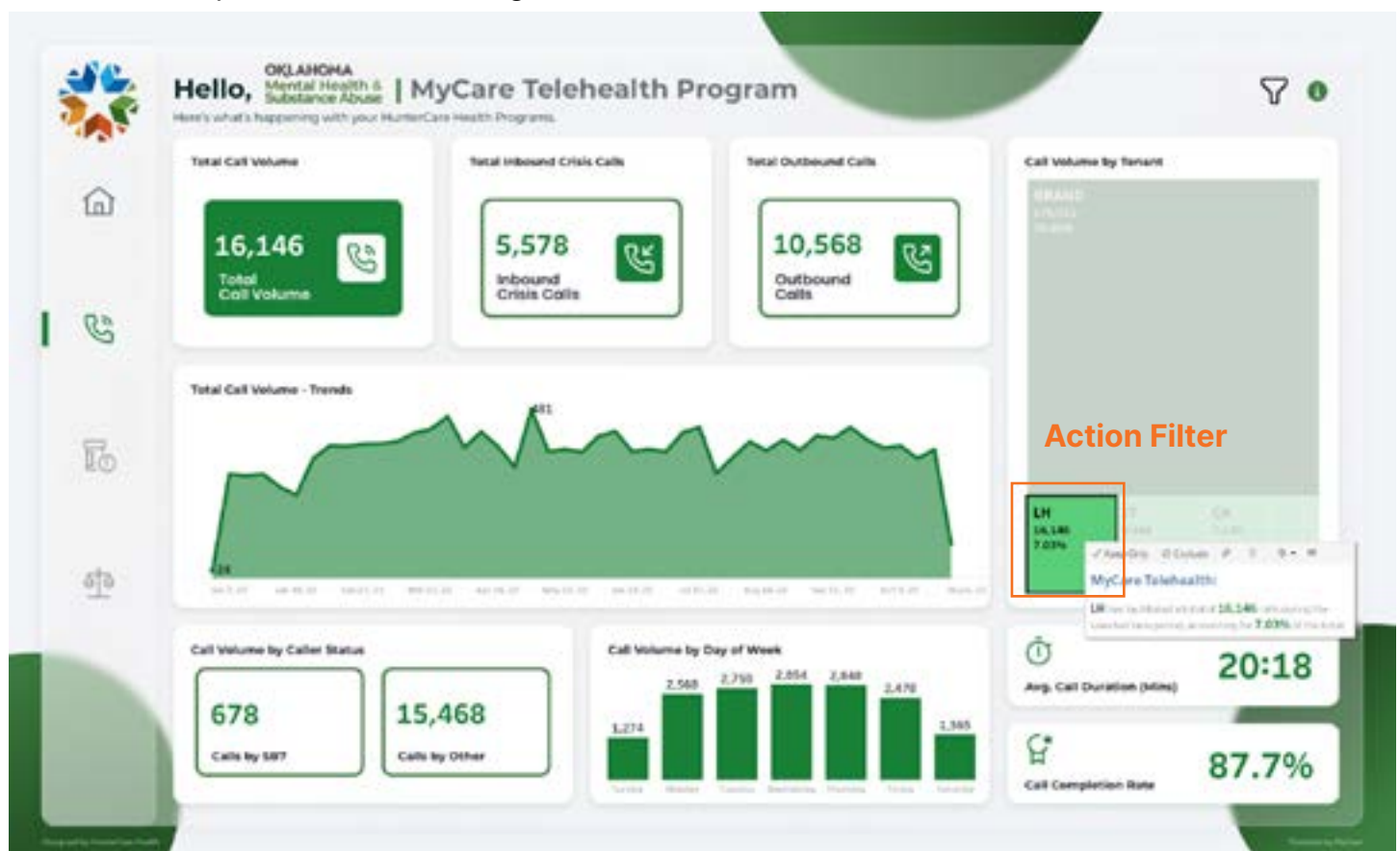
Facility: Specifies to display a facility or tenant name, to filter the results to that individual organization. Ex: GRAND, LightHouse, etc.

Dashboard Themes – Action Filters

Nearly all data visualizations are interactive and can be used to drive filter actions on your dashboard view. To activate an Action Filter, simply hover over a data point on a visual to see if the mouse will change from a pointer arrow to a white-glove hand, indicating it can be clicked and used as an Action Filter.

Filter actions send information between worksheets. Typically, a filter action sends information from a selected mark to another sheet showing related information. Behind the scenes, filter actions send data values from the relevant source fields as filters to the target sheet.

For example, in a view showing a tree-map of facilities, when you select a particular facility, the action will filter the dashboard to show only data over that particular facility. Re-click the selected data point to clear filtering.

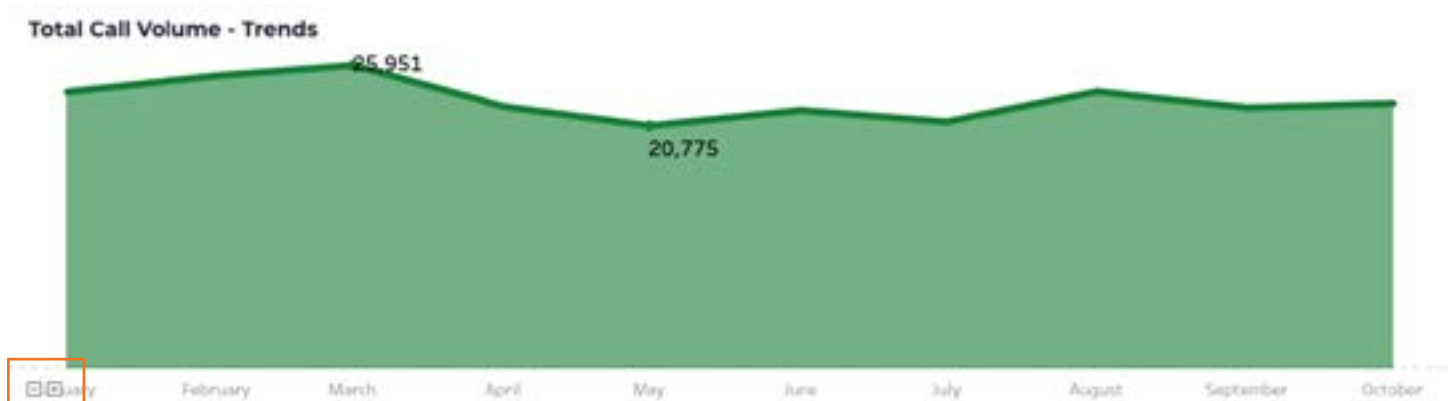


(only LightHouse data shown here on dashboard now)

Dashboard Themes – Drill Down Into the Details

There are many times when we view our visualizations that we want to dive deeper into the data for more insight. Use the drill down capabilities in Tableau to see more information.

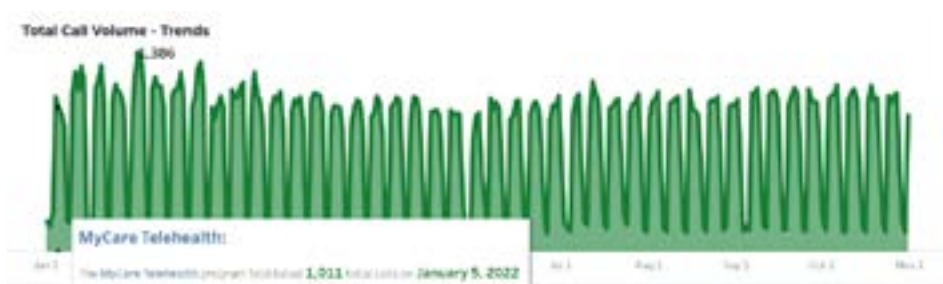
Using drill-downs allows us to have everything on one view. All you need to know is where to search for the plus/minus (+/-) signs used for the hierarchy functionality. To find out if the chart has drill-down functionality, hover in the bottom left of the data viz to see if a + and - sign appear.



1. Hover on a Viz (lower left corner) to display the drill +/- icons, if applicable.



2. The Viz now shows weekly trends, instead of monthly trends (as seen above)



3. The Viz now shows daily trends, instead of weekly trends (as seen above)



Dashboard Themes – Legends

Here you will find information over the colors that highlight the various parts of the dashboards and data visualizations effectively.

Nearly all dashboards in this collection use a single hue to leverage brand recognition with no encoded meaning to visualize values of a single variety.



Binary Color Themes

The home dashboard leverages various shades of three main colors in its design: Green, Orange, and Gray.



At the basic level: the green color has a positive connotation. This color can often represent an 'increase' or 'growth' measure.



A orange color carries a more negative connotation. These colors often represents a 'decrease' measure.



A gray color carries a neutral connotation. These colors often represents no change in a measure.

Color Variations – Sequential

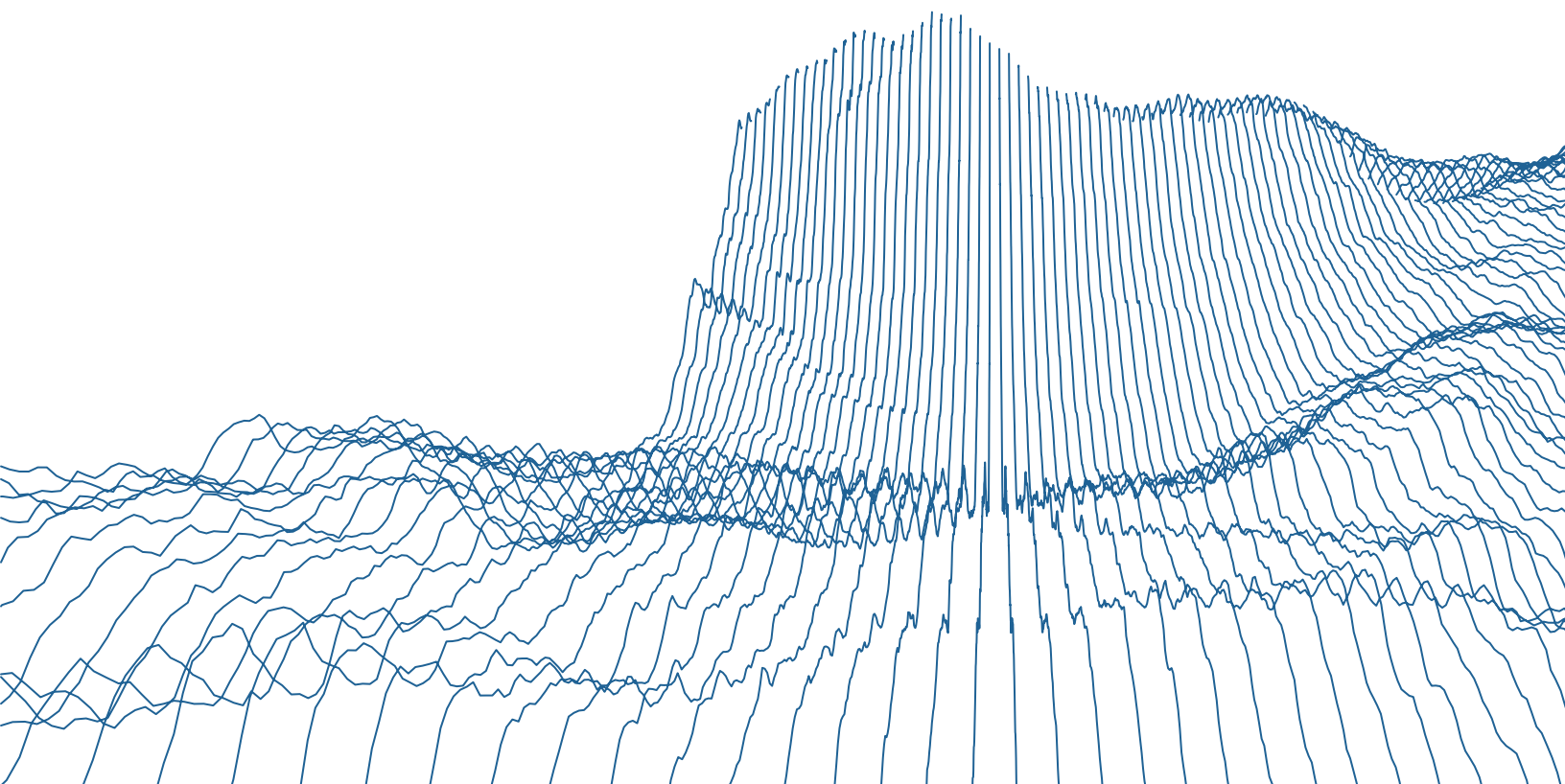
In other dashboard views, you may see sequential variations. Typically, the darker variation will represent a higher value, and a neutral color (even white) will represent a value closer to zero.

In this example, facilities with low data values and call volume are represented by lighter colors, and facilities with high volume counts are represented by dark colors (below), indicating greater concentration, volume, or frequency.



Chapter II

Data Viz Overview



39

users

Scaled-up Number is not exactly a data visualization. But it's very used technique in infographics and reports to highlight a single value. Often used when the number does not need a context or a comparison.



	A	B	C
X	\$40	240	48
Y	\$50	200	59
Z	\$60	310	79

A table chart is a means of arranging data in rows and columns. The use of tables is pervasive throughout all communication, research and data analysis. Tables appear in print media, handwritten notes, computer software, architectural ornamentation, traffic signs and many other places. The precise conventions and terminology for describing tables varies depending on the context.

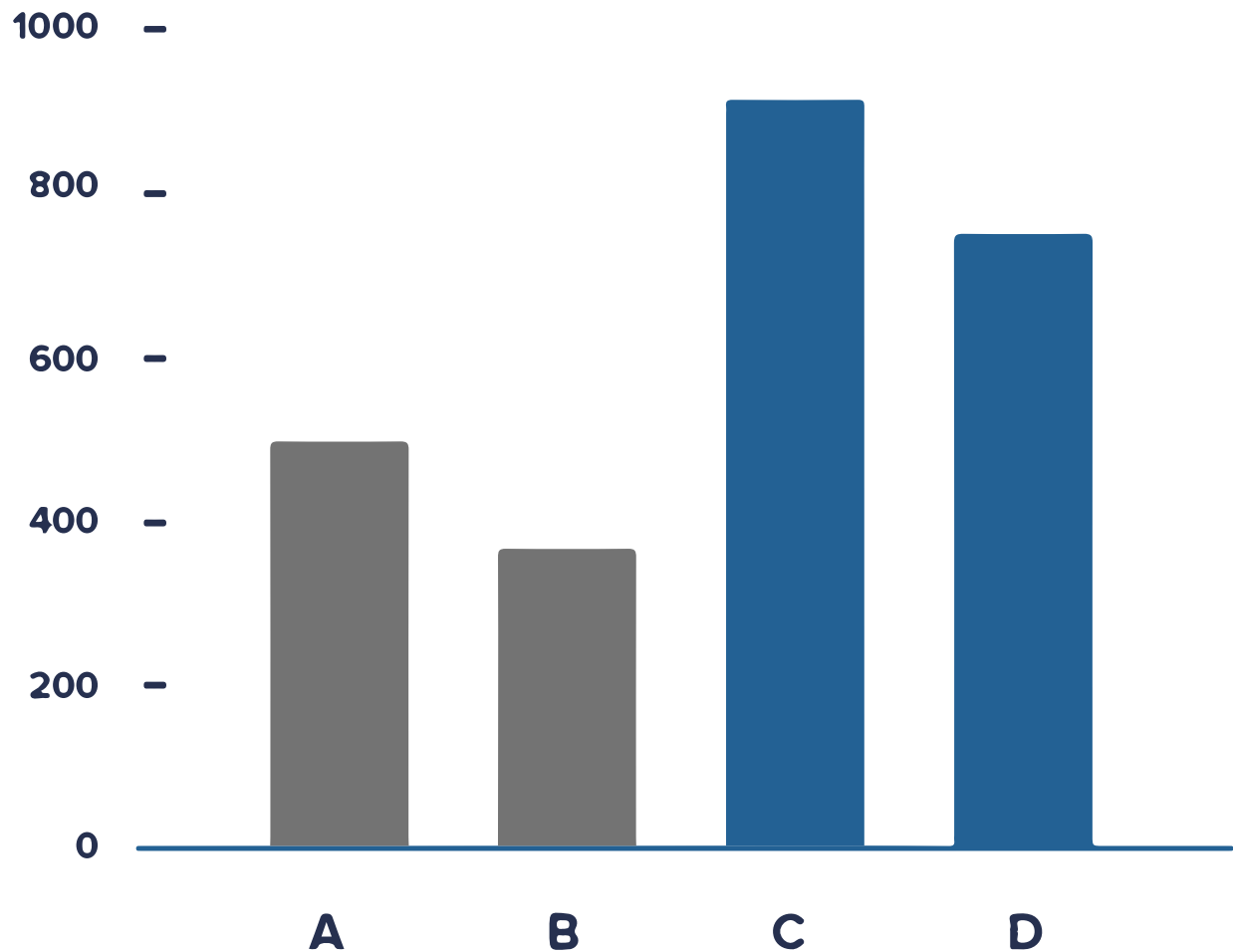




A sparkline is a small intense, simple, word-sized graphic with typographic resolution. Sparklines mean that graphics are no longer cartoonish special occasions with captions and boxes, but rather sparkline graphics can be everywhere a word or number can be: embedded in a sentence, table, headline, map, spreadsheet, graphic. Data graphics should have the resolution of typography.

(Edward Tufte, *Beautiful Evidence*, 46-63.)

Bar Chart (Vertical & Horizontal) 19

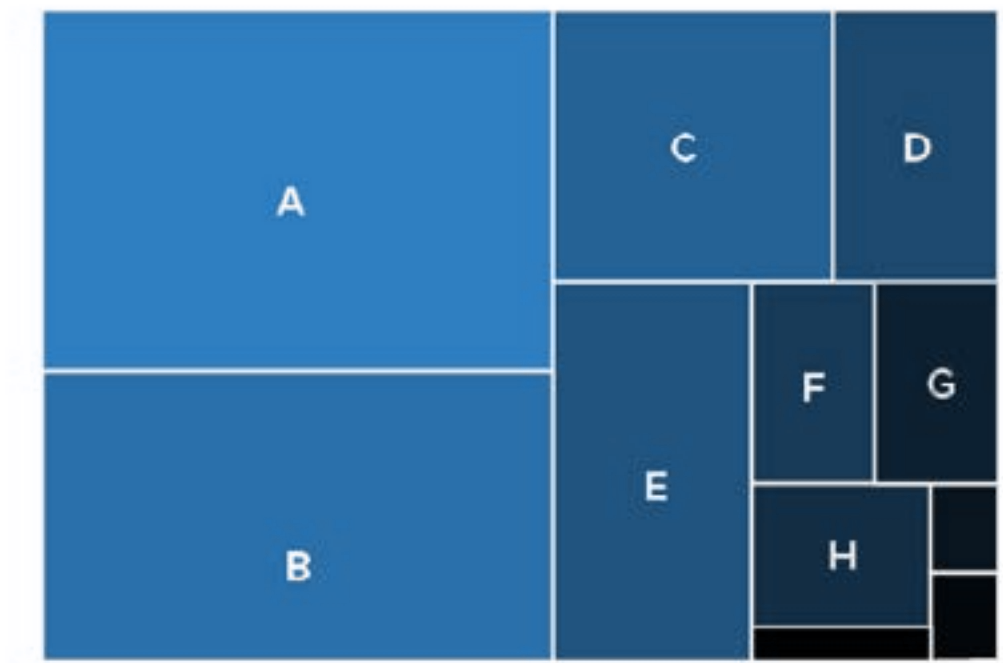


A bar chart is a chart with rectangular bars with lengths proportional to the values that they represent. One axis of the chart shows the specific categories being compared, and the other axis represents a discrete value.

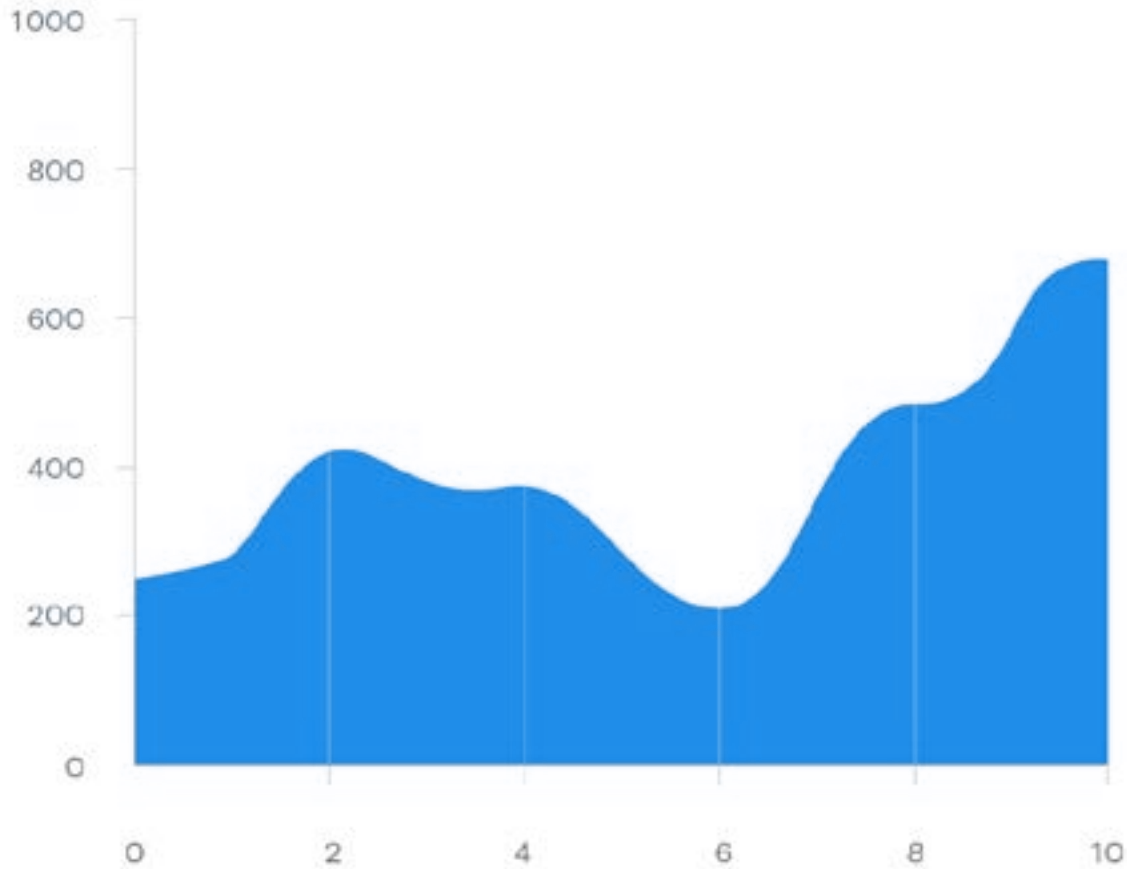
Bar charts provide a visual presentation of categorical data. Categorical data is a grouping of data into discrete groups, such as months of the year, age group, shoe sizes, and animals. These categories are usually qualitative. Bars on the chart may be arranged in any order.

The horizontal bar chart is the same as a column chart or a vertical bar chart only the x-axis and y-axis are switched. Horizontal bar charts have some advantages compared to the vertical bar charts: Labels are easier to display and with a big dataset they tend to work better in a narrow layout such as mobile view.





Treemaps display hierarchical (tree-structured) data as a set of nested rectangles. Each branch of the tree is given a rectangle, which is then tiled with smaller rectangles representing sub-branches. A leaf node's rectangle has an area proportional to a specified dimension on the data. Often the leaf nodes are colored to show a separate dimension of the data.

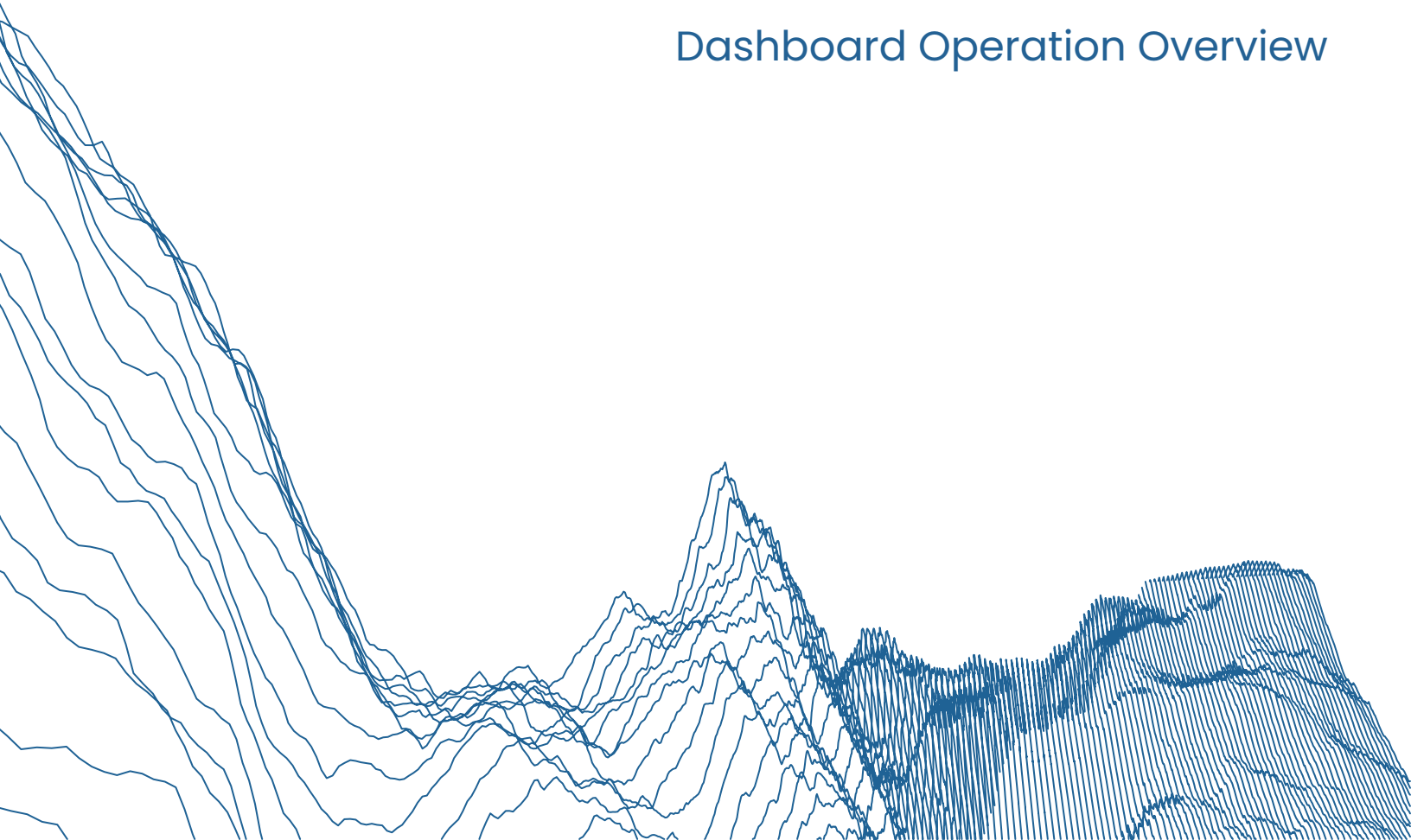


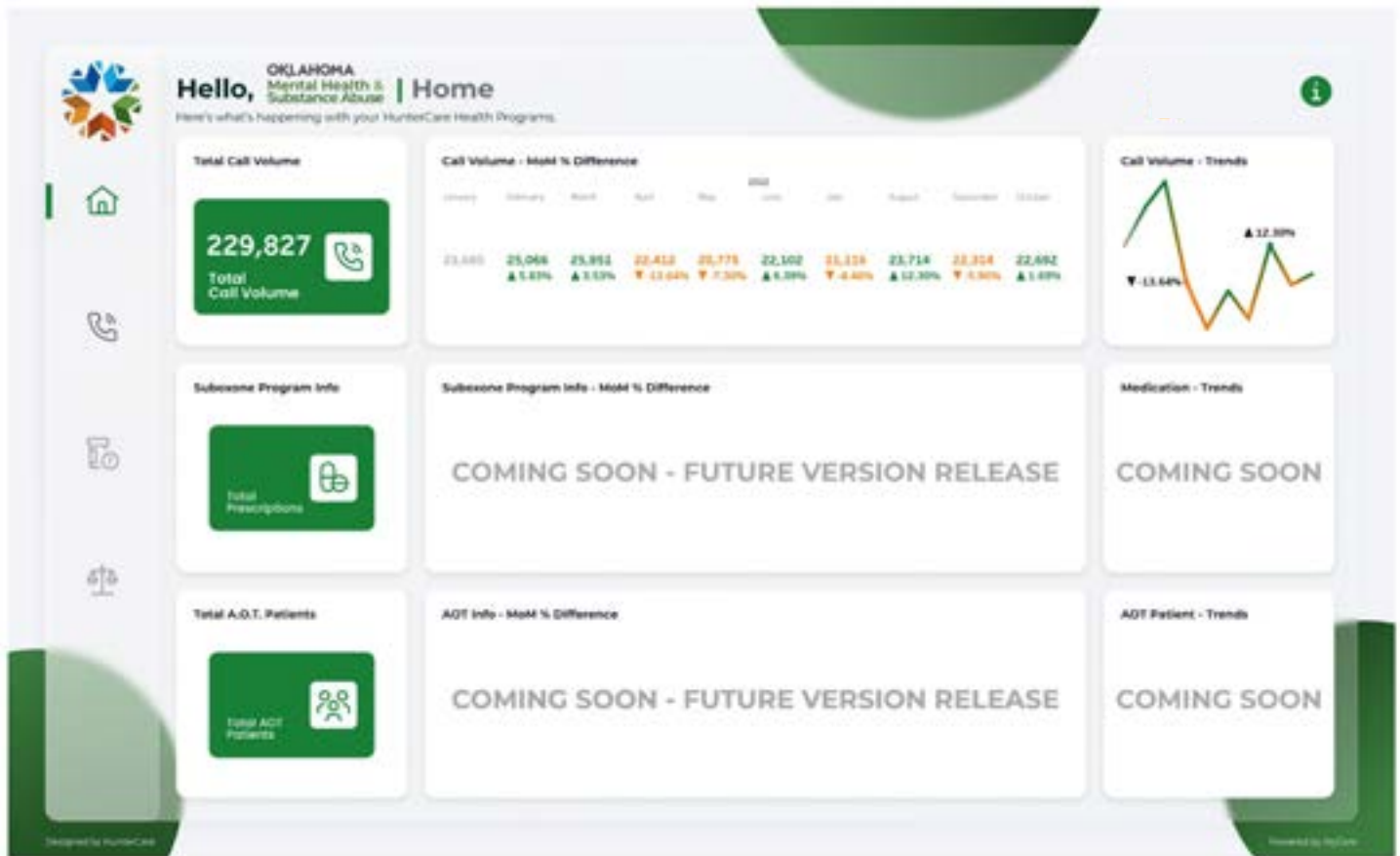
An Area Chart or area graph are basically a line graph with the area below the lined filled with colors or textures. Like line graphs area charts are used to represent the development of quantitative values over a time period. It can also be used to compare two or more categories and is similar to the Stacked Area Chart.

Area charts often used to show overall trends over time rather than specific values.

Chapter III

Dashboard Operation Overview



**Purpose:**

On this [home](#) page, the end user will be presented with a custom landing page, that shows high level details of the HunterCare Health programs.

Here you may view counts of the total within a program, as well as a table with month-over-month (MoM) percentage differences and color coded indicators representing increases or decreases, and sparklines that show the overall trend at a quick glance.

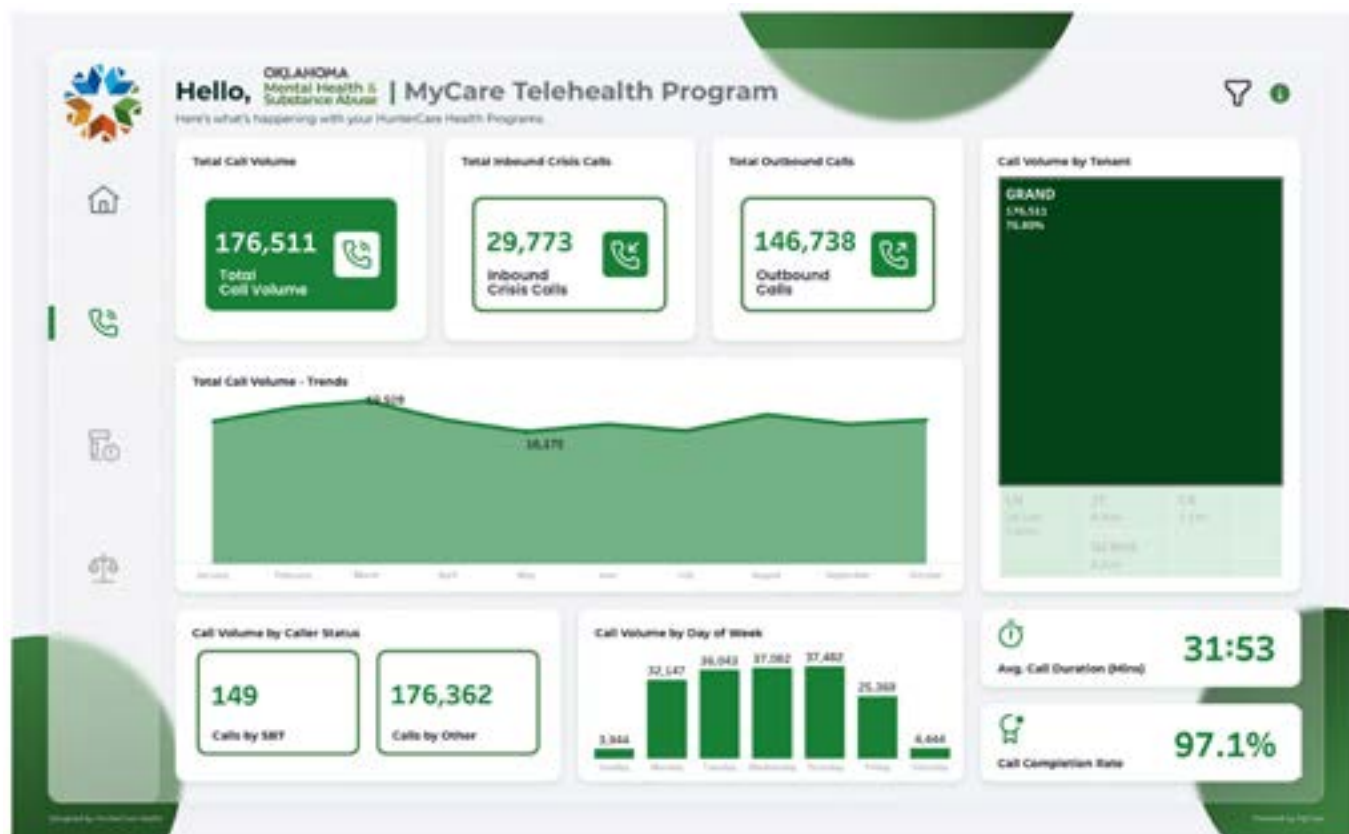
Use the left-hand side icons as a quick portal to launch into other areas of the dashboard.

Filter Options:

a) N/A

Operational Notes:

- Simply click on a icon widget (left-side) to navigate to that respective area or page. This allows end-users to drill down to see more information specific to that program.



Purpose:

On this [MyCare Telehealth](#) program page, the top row of the dashboard displays a count of the total call volume, and the breakdown of inbound crisis calls and outbound direct calls. The middle row displays a linechart of call volume over time, and a treemap that displays facilities usage. The bottom row displays counts of SB7 Calls vs Others, call volume by weekday which shows the most popular days of calls, the average duration of a call, and the percentage of calls completed.

This view aims to give a summary of the overall utilization of the Mycare Telehealth program, on a per source and facility basis.

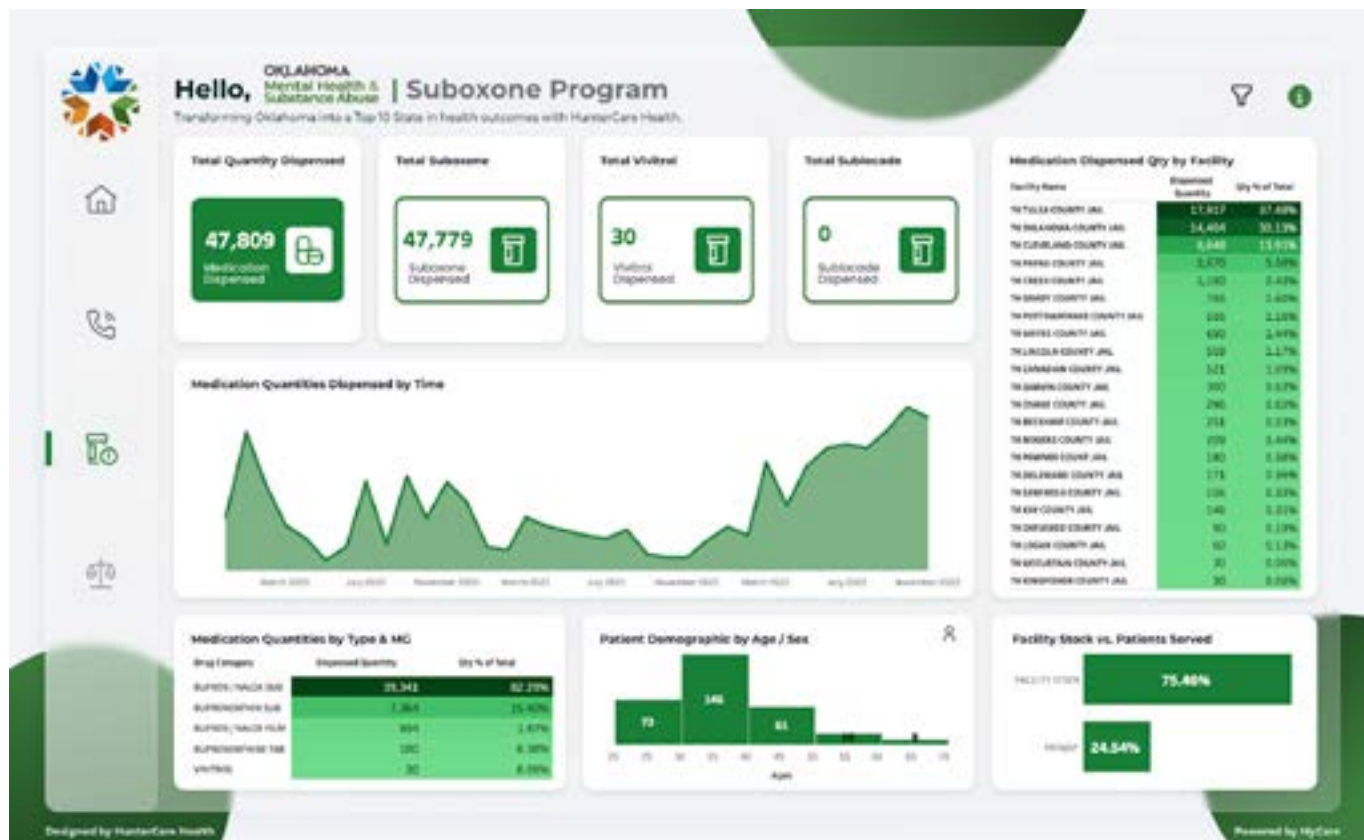
Operational Notes:

- Click on the Inbound Crisis Call count to filter the dashboard to only display information on inbound crisis calls // Unclick the inbound call count to clear filtering.
- Click on the Outbound Call count to filter the dashboard to only display information on outbound direct calls // Unclick the outbound call count to clear.
- Click on a rectangle (facility) on the treemap to filter the dashboard on that facility, updating the charts and counts to only show call history data specific to the individually selected facility // Unclick the Facility rectangle on the treemap to clear filtering.

Filter Options:

- a) "Date", b) "Status", c) "Source", d) "Facility"





Purpose:

On this [Suboxone Pilot](#) program page, the top row of the dashboard displays a count of the medications dispensed. The middle row displays a linechart of medications dispensed over time, and a table that displays facilities dispensed medication counts. The bottom row displays counts of medication, by type and mg, patient demographic information, and a breakout of facility and patient stock.

This view aims to give a summary of the overall utilization of the Precision Suboxone Pilot program, on a per medication and facility basis.

Operational Notes:

- Click on the medication count to filter the dashboard to only display information on drug type // Unclick the medication count to clear filtering.
- Click on the Facility Name to filter the dashboard to only display information on that facility // Unclick the facility count to clear.
- Click on a rectangle bar (facility stock, patient stock, age, etc) on the bar chart or treemap to filter the dashboard on that metric, updating the charts and counts to only show data specific to the individually selected metric // Unclick the rectangle on the treemap to clear filtering.

Filter Options:

- a) "Date", b) "Facility", c) "Drug Category", d) "Recipient"



COMING SOON!



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